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Enhancing the Information Literacy Conversation by  
Engaging the Voice of New Zealand Small Businesses

A thesis presented in partial fulfilment of the requirements  
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## Abstract

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This research contributes to a small but expanding body of research about information literacy in the workplace. Through the development of a conceptual framework and through a survey of New Zealand small businesses (NZSBs), the goal of this research was to explore the links among the concepts of information literacy, information culture, knowledge management and organisational learning. The survey of NZSBs also identifies NZSBs' current information practices, the value of information-related skills to NZSBs and how familiar NZSBs are with the terms of information literacy, information culture, knowledge management and organisational learning. This research is significant, being the first of its kind when it comes to attempting to add the voice of NZSBs to information literacy. Amongst other things, the research findings raise questions about source acknowledgement in the workplace, and reinforces the idea of social interaction being a vital aspect of information literacy in the workplace.

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